

16138 U.S. PTO  
09/22/03

MAIL STOP PATENT  
APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Attorney Docket No.: 121122

TRANSMITTAL LETTER

Seattle, Washington 98101

September 22, 2003

03970 U.S. PTO  
10/668043  
09/22/03

TO THE COMMISSIONER FOR PATENTS:

Transmitted herewith for filing under 37 C.F.R. § 1.53(b) by Express Mail is the incomplete patent application of Martha Lorraine Denham, Kimberly Ann Rachmeier and Jeffrey P. Bezos, entitled SYSTEM AND METHOD FOR FACILITATING CUSTOMER SERVICE UTILIZING EMBEDDED CLIENT FEEDBACK LINKS.

- X   1. An application consisting of 23 pages of specification, including the claims and the Abstract of the Disclosure, and 6 sheets of drawings is attached.
- X   2. A Combined Declaration and Power of Attorney is **not** attached. Please file this application in the names of the inventors listed above.
- X   3. No fee is enclosed.
- X   4. Please note the accompanying Request and Certification Under 35 U.S.C. § 122(b)(2)(B)(i). I hereby certify that the invention disclosed in this application has not and will not be the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing. It is requested that the attached application not be published under 35 U.S.C. § 122(b).
- X   5. A filing date in accordance with 37 C.F.R. § 1.10 is requested. The Express Mail Certificate appears below.

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**EXPRESS MAIL CERTIFICATE**

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Date of Deposit: September 22, 2003

I hereby certify that this document and the enclosures listed therein are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. § 1.10 on the date indicated above and is addressed to Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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APPLICATION**

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Applicants: M.S. Denham et al. Attorney Docket No.: 121122  
Title: SYSTEM AND METHOD FOR FACILITATING CUSTOMER SERVICE  
UTILIZING EMBEDDED CLIENT FEEDBACK LINKS

REQUEST AND CERTIFICATION UNDER 35 U.S.C. 122(b)(2)(B)(i)

Seattle, Washington 98101

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Dated this 22<sup>nd</sup> day of September, 2003.

Respectfully submitted,

CHRISTENSEN O'CONNOR  
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